

BIGEN SUBEDI

CONTACT

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📅 2000/09/06

OBJECTIVE

I am young, dynamic and detail-oriented Sales associate & cashier with over 2 years of experience at Gorkha Department Store in Morang Nepal. proven expertise in promoting and selling supplements and retail items at the store.

Adapt at building strong customer relationships, understanding client needs, handling transactions accurately and delivering personalized solution to sales targets.

Seeking to leverage my skills to contribute to a dynamic sales team and drive business growth

SKILLS

- Customer Service skills to maintain positive customer relationships, encourage customer loyalty and resolve conflicts.
- ability to calculate sales and change quickly.
- Accountability and accuracy in reconciliation sales receipts and records.
- Service- oriented and willing to help patrons.
- Ability to handle cash and operate point of sale system.
- Excellent communication to interact with team members and customers.
- Ability to work in fast-paced and stressful environment.
- Attention to detail to maintain accurate inventory and transaction records.
- Ability to articulate ideas clearly and persuasively.
- Basic math skills.
- Problem solving and critical thinking.

LANGUAGE

✓ Nepali (native)
English (excellent)
Hindi (fluent)

ADDITIONAL INFORMATION

✓ Visa Status : Visit Visa / Tourist Visa
Visa issuance date : 07/06/2024



EXPERIENCE

Strength Gym and Fitness Center

2021 - 2022

Admin and Sales Associate

performed admin duties such as cashering , greeting customers, organizing department , promoting upselling and cross selling products and maintaining composure in the face of angry , frustrated or flustered customers.

RESPONSIBILITIES

The primary duty of sales associate is to promote company's products or services through excellent customer service , organizing daily operations of retail environment, which primarily involves engaging with customers, taking payment and maintaining point-of-sales system

Common Sales admin duties and responsibilities include :

Successfully promoted and sold a variety of gym supplements, contributing to a 15% increase in overall sales revenue.

provided personalized product recommendations based on individual customer needs and fitness goals, leading to a high level of customer satisfaction and repeat business.

Developed and maintained strong relation with clients, resulting in a loyal customer base.

Assisted in inventory management, ensuring stock levels were adequate and up-to-date with the latest product offerings.

Up-selling / Cross-selling products and explaining the benefits of various products.

promoting special sales and offers.

EXPERIENCE

Gorkha Department Store 2022-2024

Cashier / Customer Service

DUTIES AND RESPONSIBILITIES

Processed customer transaction efficiently including cash, debit/credit card and mobile payments ensuring accuracy and speed.

Assist customers with inquiries , provide product information and resolve complaints in a courteous and professional manner.

Maintain an organized and check out area, restock supplies and ensure all the promotional materials were up to date.

Processing coupons and vouchers.

Collaborate with team members to improve customer satisfaction and enhance store operation.

Train the new cashiers on the store policies , transaction procedures and customer service standard.

EDUCATION

Sukuna Multiple Campus

2019

High School Diploma in English literature
2.88 G.P.A

CERTIFICATION

ALT-F4 COMPUTER INSTITUTE

Computer Operator Course

-Ms Windows , Ms Office (word, excel, power point & access)

- E- mail & Internet , Printing & Scanning docs.

TECHNICAL SKILLS

Ms office

software proficiency

POS system

marketing and internet research

HOBBIES & INTERESTS

Reading books

Exercise & Yoga

Learning new skills

travel

DECLARATION

I hereby certify that the above information is true based on my knowledge and ability.

Bigen Subedi